Home Help Individual Provider

Revalidation Instructions



"Working to protect, preserve and promote the health and safety of the people of Michigan by listening, communicating and educating our providers, in order to effectively resolve issues and enable providers to find solutions within our industry. We are committed to establishing customer trust and value by providing a quality experience the first time, every time."

-Provider Relations

January 10, 2023

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Provider Enrollment Revalidation Process

All providers are required to revalidate their Medicaid enrollment information a minimum of once every five years, or more often if requested by MDHHS. MDHHS will notify providers when revalidation is required.



Provider Enrollment Revalidation Process

- This presentation covers the provider enrollment steps that are required during revalidation. Additional provider enrollment steps may need to be updated or reviewed by providers but are listed as optional and are not covered in this presentation.
 - For complete Home Help Individual Provider enrollment instruction: <u>www.Michigan.gov/HomeHelp</u> >> New Enrollment >> <u>New Individual Provider CHAMPS</u> <u>Registration and Enrollment Instructions</u>
- Providers should review information within each enrollment step to ensure it's up to date and accurate.
- When providers update their enrollment information, a new record is created for Provider Enrollment to review. Providers can change the updated information through the new record until the enrollment is submitted to the State for review.



Provider Enrollment Revalidation Process

- Providers have a 90-day period to complete their revalidation in CHAMPS.
 - **Note:** The 90-day period to complete a revalidation **ONLY** applies to Home Help providers on their original revalidation attempt. If MDHHS re-opens a closed enrollment, providers will be told of the new timeframe to complete the re-opened revalidation.
 - The first day of the revalidation period, providers will be mailed a letter addressed to their CHAMPS correspondence address located within the Provider Enrollment information.
 - 30 days prior to the revalidation period end date a second letter is mailed if the revalidation has not been completed.
 - If the revalidation has not been completed by the end of the last day of the revalidation period, a termination letter will be generated.
 - For example: 2/24/20 is the revalidation cycle end date, the termination letter will be generated the night of 2/24/20.

If revalidation is not completed during the revalidation period, the provider will have their enrollment closed and payments will stop immediately.

- Once an enrollment is closed due to not completing revalidation providers must contact MDHHS Provider Enrollment to have the enrollment re-opened.
 - **Note**: If MDHHS opens the enrollment manually the changes cannot be made by the provider until the following day.



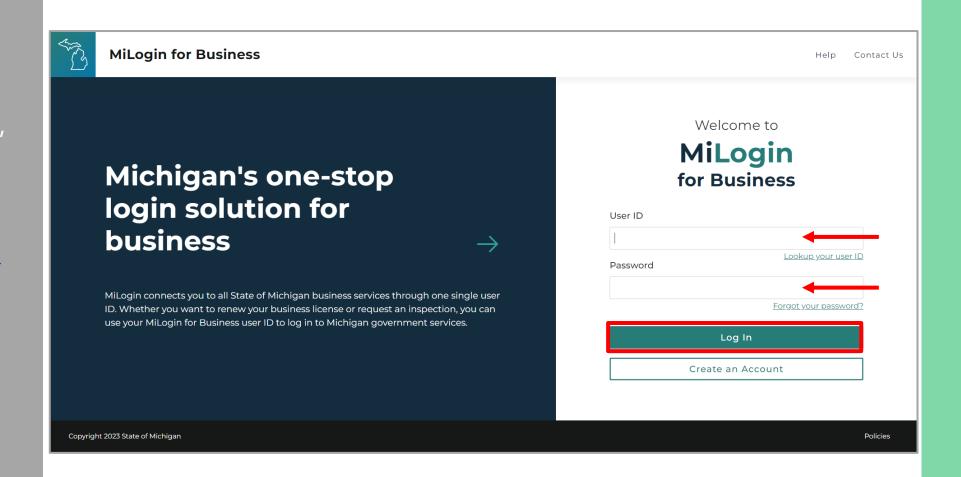
MiLogin is the State of Michigan Identity, Credential, and Access Management (MICAM) solution. All users needing access to CHAMPS's information must obtain a MiLogin User ID and Password.

CHAMPS (Community Health Automated Medicaid Processing System) is the MDHHS application where providers enroll, update provider enrollment information, and report services performed.

As of October 28, 2023, MiLogin Third Party has been rebranded to MiLogin for Business.

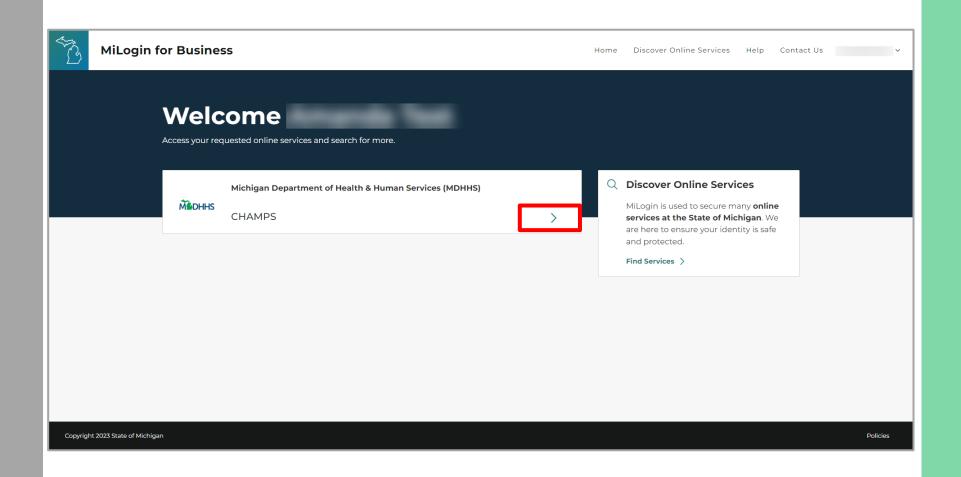


- Open your web browser (e.g., Internet Explorer, Google Chrome, Mozilla Firefox, etc.).
- Enter
 <u>https://milogintp.Michigan.g</u>
 <u>ov</u> into the search bar.
- Enter the User ID and Password and click Login
 - If you don't remember your User ID or Password, you can select "Lookup your User ID" or "Forgot your password?"



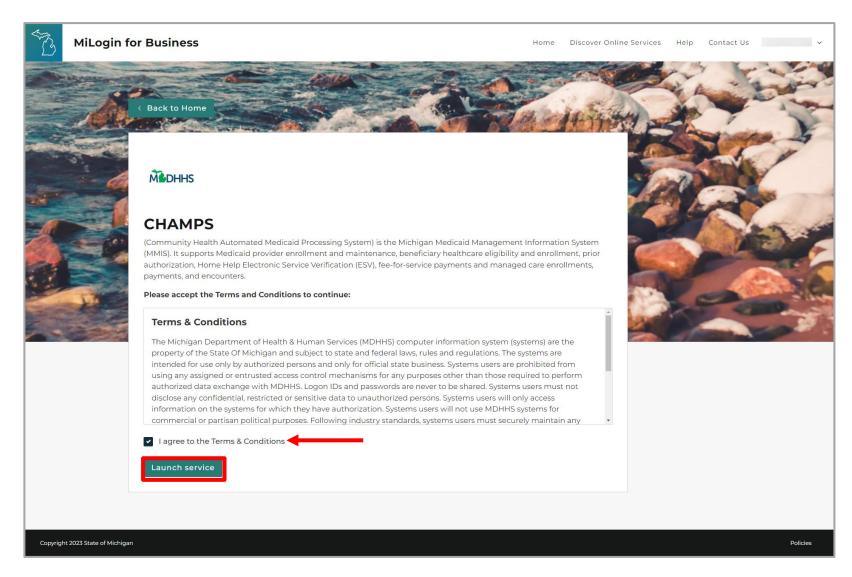


- You will be directed to your MiLogin Welcome Page.
- Click the CHAMPS hyperlink.





- Review the terms and conditions and check the 'l agree to the Terms & Conditions'.
- Click Launch service.





- The Provider ID and Name will show in the top dropdown menu
- In the Select Profile dropdown menu, select Atypical Access
- Click Go





Required Revalidation Steps

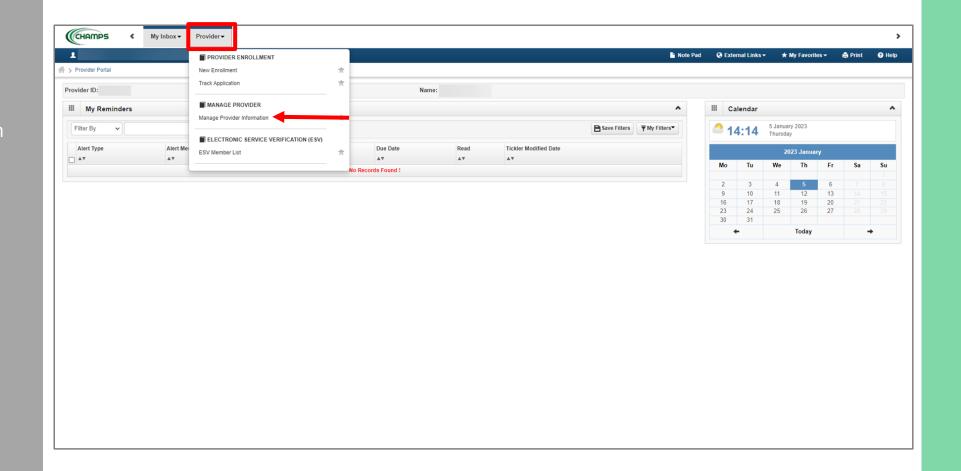
This presentation covers the provider enrollment steps that are required during revalidation. Additional provider enrollment steps may need to be updated or reviewed by providers but are listed as optional and are not covered in this presentation.

For complete Home Help Individual Provider enrollment instructions: www.Michigan.gov/HomeHelp >> New Enrollment >> New Individual Provider CHAMPS Registration and Enrollment Instructions



Required Revalidation Steps

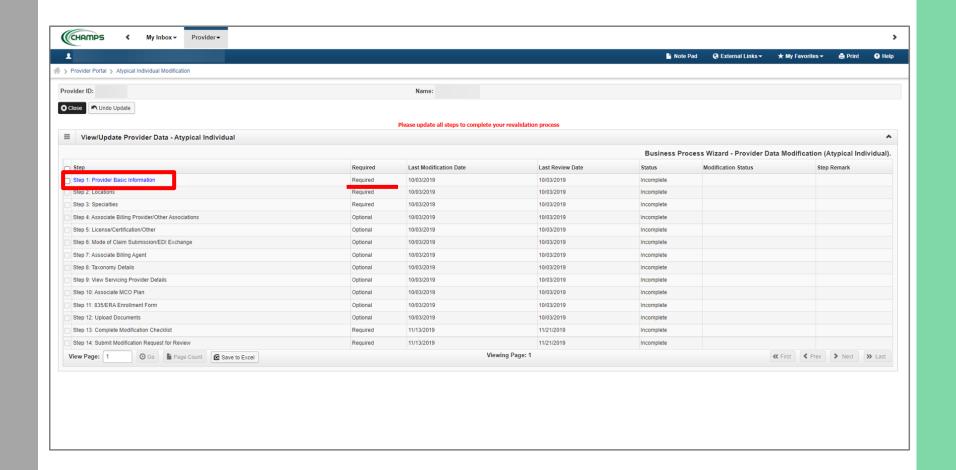
- Click the Provider drop-down menu
- Select Manage Provider Information





Step 1: Provider Basic Information

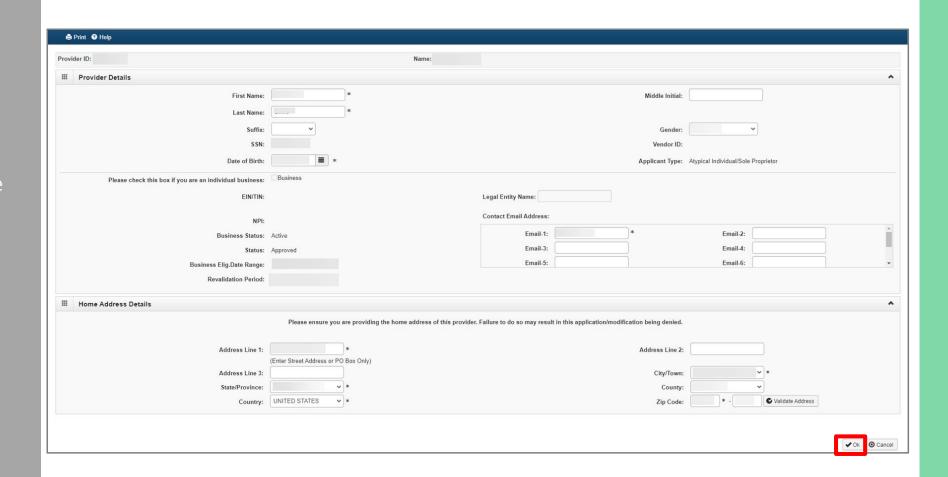
- The required column displays which steps are Required versus Optional for the completion of revalidation.
 - During revalidation, each step should be reviewed to ensure the information's accuracy.
- Each required step will need to be clicked into, even if the step information doesn't need to be updated, to allow the step status to change from Incomplete to Complete.
- Click Step 1: Provider Basic
 Information





Step 1: Provider Basic Information

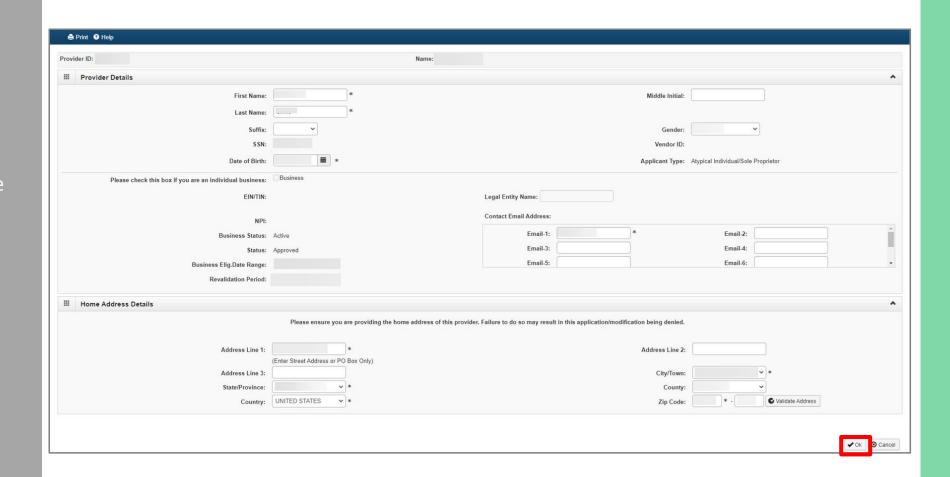
- Review all required information, as indicated with an asterisk (*), to ensure accuracy.
- Make any necessary updates
- If the address has been updated, click Validate Address.
 - A blue message will appear after the validate address button is clicked saying address validation is successful.
- Click OK





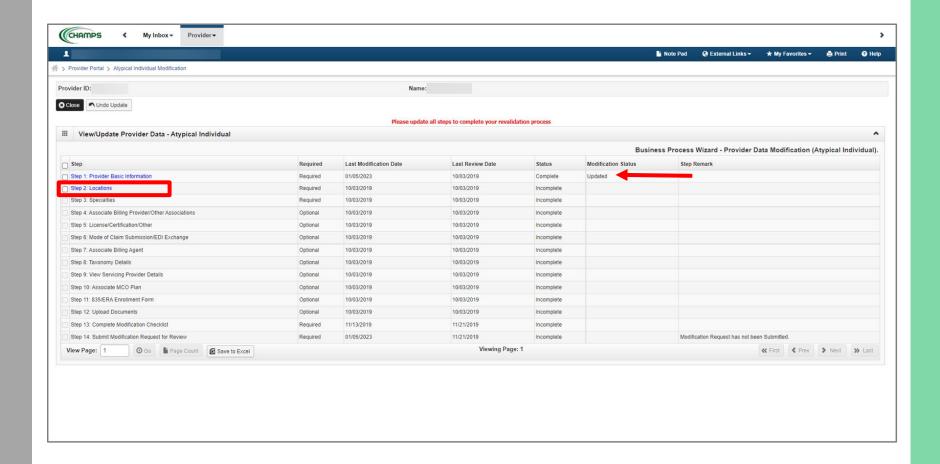
Step 1: Provider Basic Information

- Review all required information, as indicated with an asterisk (*), to ensure accuracy.
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- If the address has been updated, click Validate
 Address.
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- Click OK



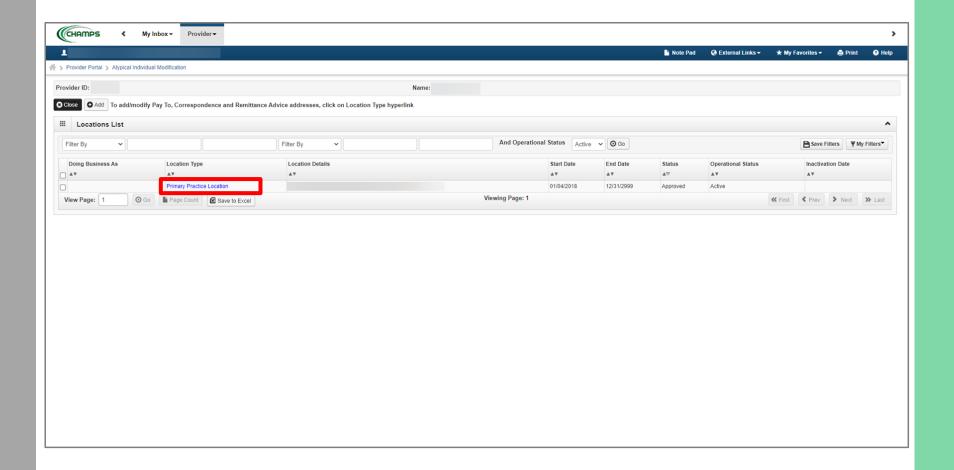


- Step 1 is Complete
 - If changes were made an additional status of Updated would be listed in the Modification Status column.
- Click on Step 2: Locations



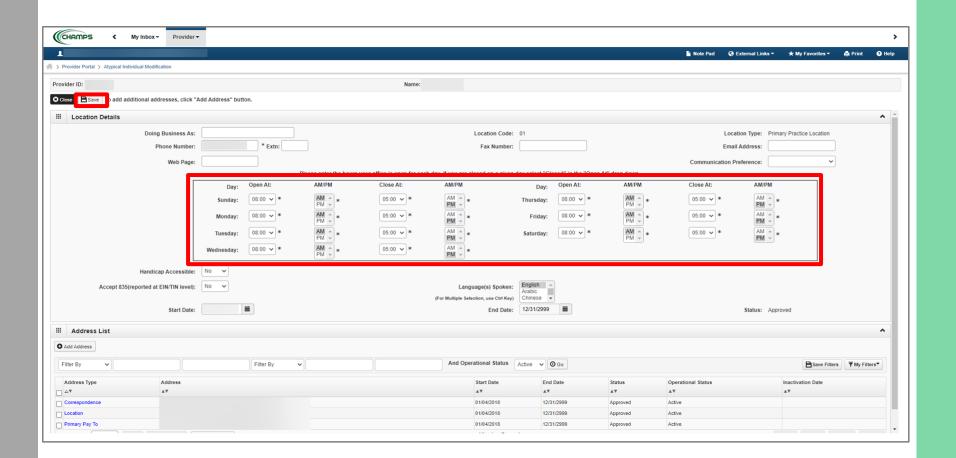


Click on Primary Practice Location



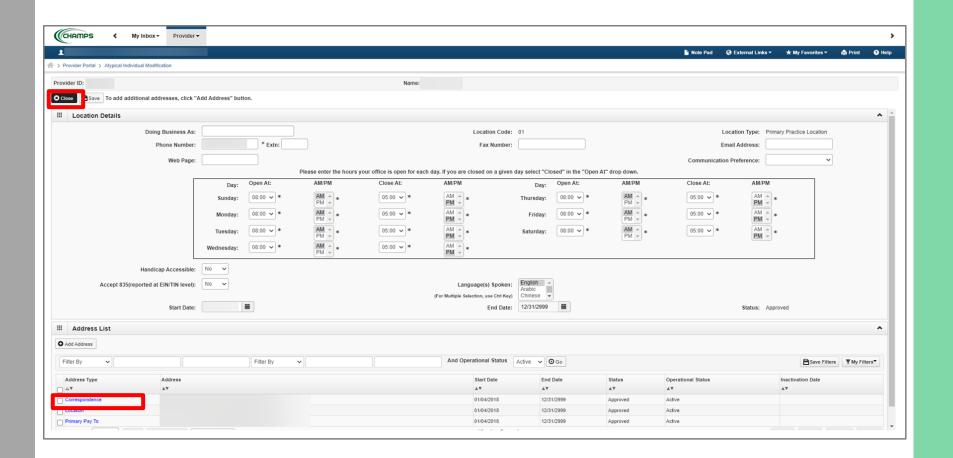


- If hours are already listed, verify they are correct and proceed to the next slide.
- In the Office Hours section, use the drop-down menus to select available hours.
 - If hours are not already listed, choose a selection for Open At, AM/PM, and Close At for each day.
 - If a Provider is not available on any given day, they should select Closed from the Open At drop-down menu for that day.
 - Click Save



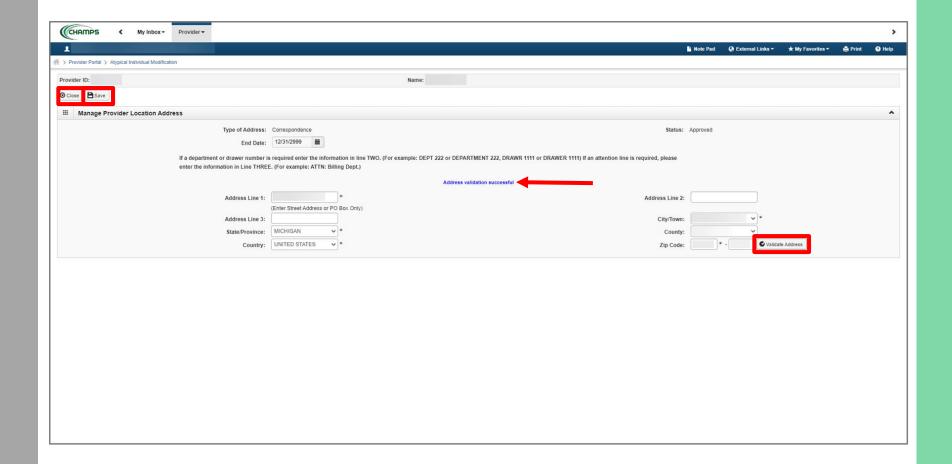


- If the listed address information and Office Hours are accurate, click Close to be returned to the <u>Locations List</u> page.
- To update the Correspondence Address, click the Correspondence hyperlink from the address type column.
 - Please Note: Primary Pay To Address cannot be changed in CHAMPS. For instructions on how to update your Primary Pay To address, please click here.



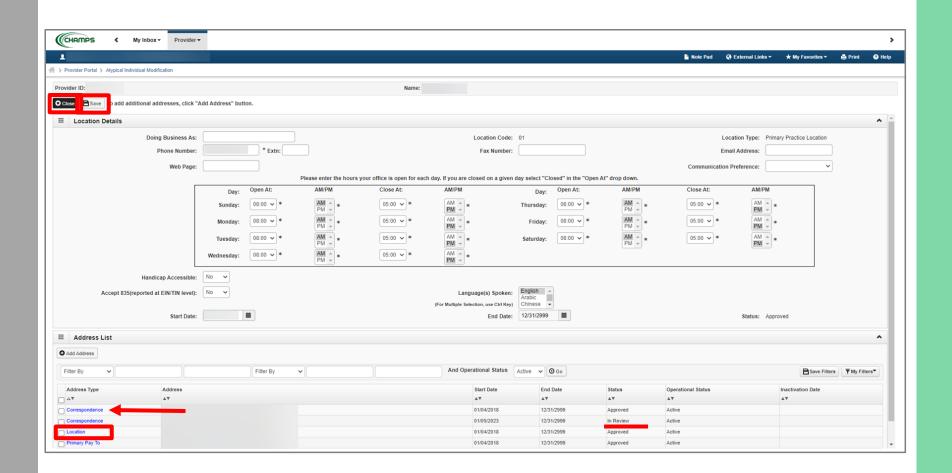


- Complete all fields marked with an asterisk (*)
- Click Validate Address
 - A blue message will display stating "Address Validation Successful".
- Click Save
- Click Close



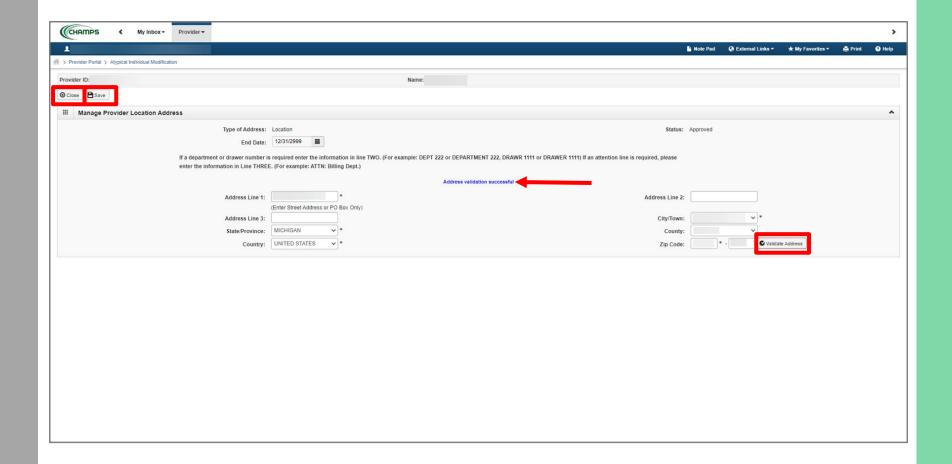


- Notice there are now two rows for the correspondence address, one that is approved and one that is in review.
 - If no other addresses need to be updated, update hours, and click Save and Close to return to the Locations List page.
- Click the Location hyperlink from the address type if the Location address needs to be updated.



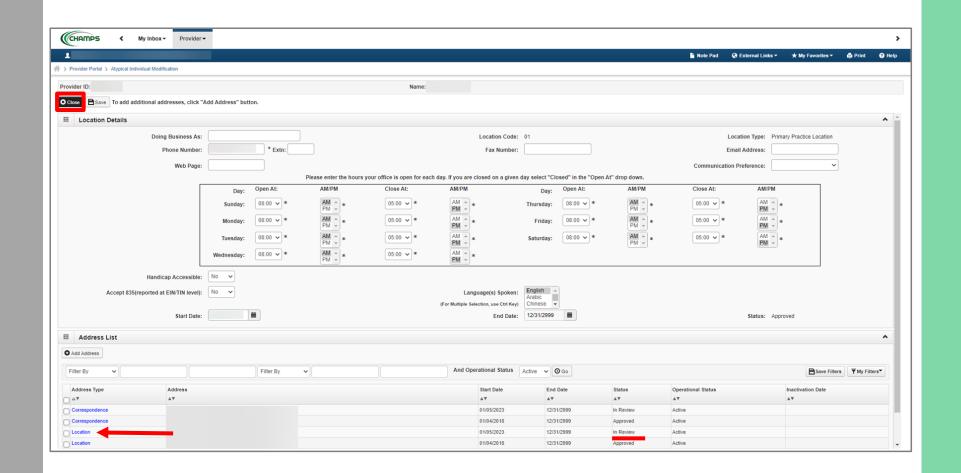


- Complete all fields marked with an asterisk (*)
- Click Validate Address
 - A blue message will display stating "Address Validation Successful".
- Click Save
- Click Close



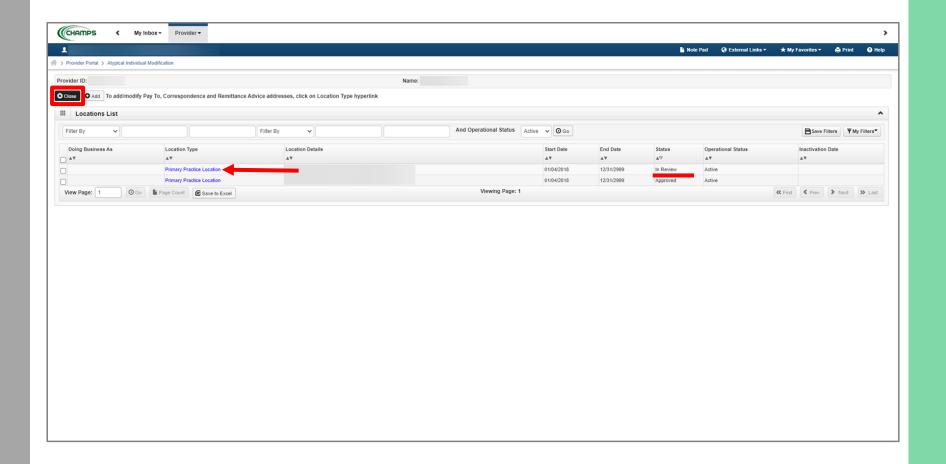


- Notice there are now two rows for Location address, one that is approved and one that is in review.
- Click Close
 - Please Note: Primary Pay To Address cannot be changed in CHAMPS. For instructions on how to update your Primary Pay To address, please <u>click</u> <u>here</u>.



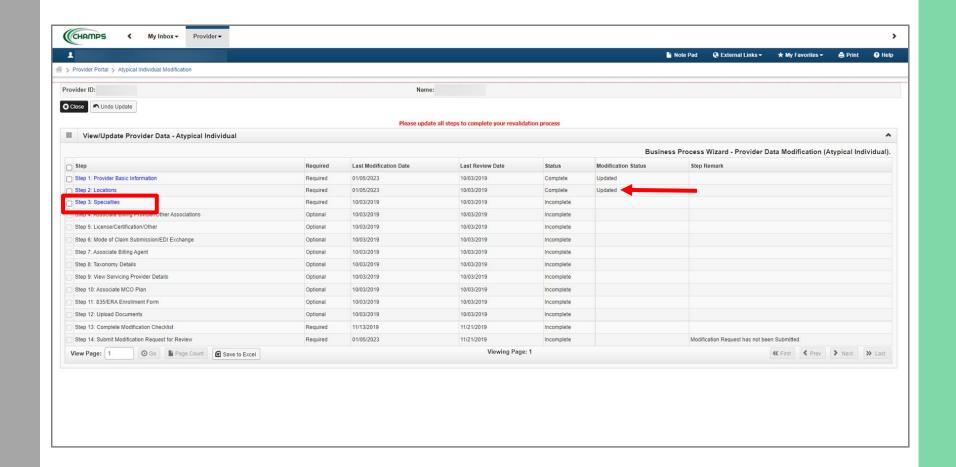


- Notice there are now two Primary Practice Location types listed, one with a status of Approved and one with a status of In Review.
- Click Close





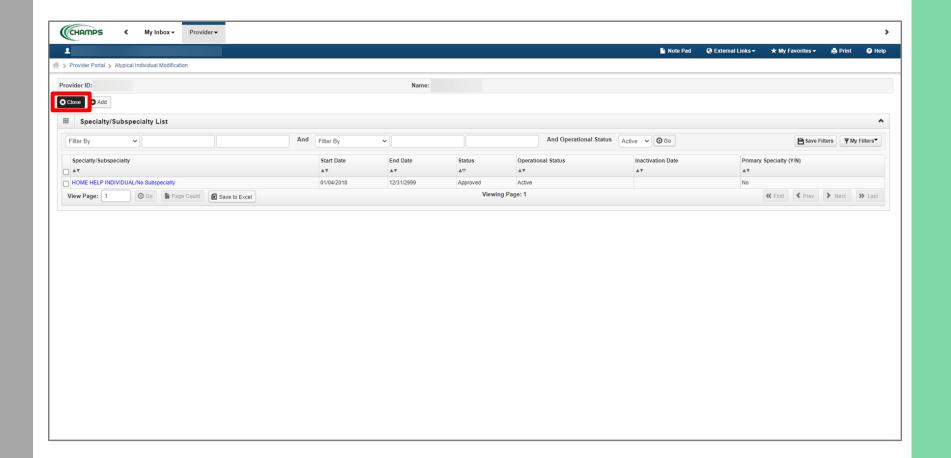
- Step 2 is Complete
- If changes were made an additional status of Updated would be listed in the Modification Status column.
- Click on Step 3: Specialties





Step 3: Specialties

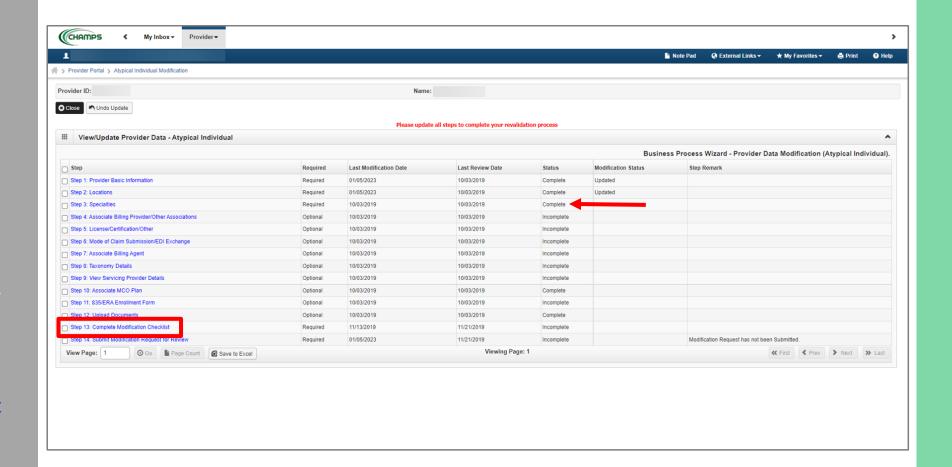
- Click Close.
 - Please Note: Nothing may need to be updated here, but providers must still click in this step and then Close for the step to show complete.





Step 3: Specialties

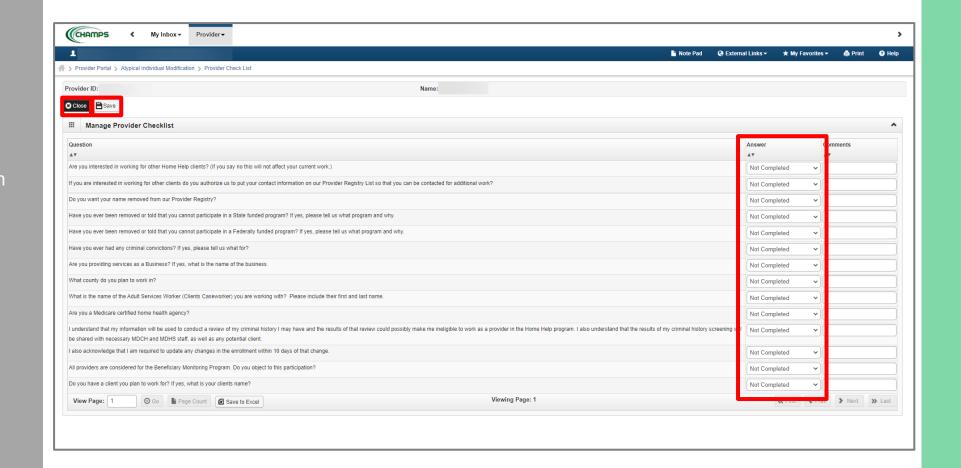
- Please Note: Step 3 status has now changed from Incomplete to Complete.
 - The Modification Status will show Updated if any changes were made.
- Steps 9-12 are optional and can be reviewed or updated if needed but are not required.
 - Home Help Individual Providers associated with an agency will need to complete <u>Step 4:</u> <u>Associate Billing Provider/Other</u> Associations
- Click on Step 13: CompleteModification Checklist





Step 13: Complete Modification Checklist

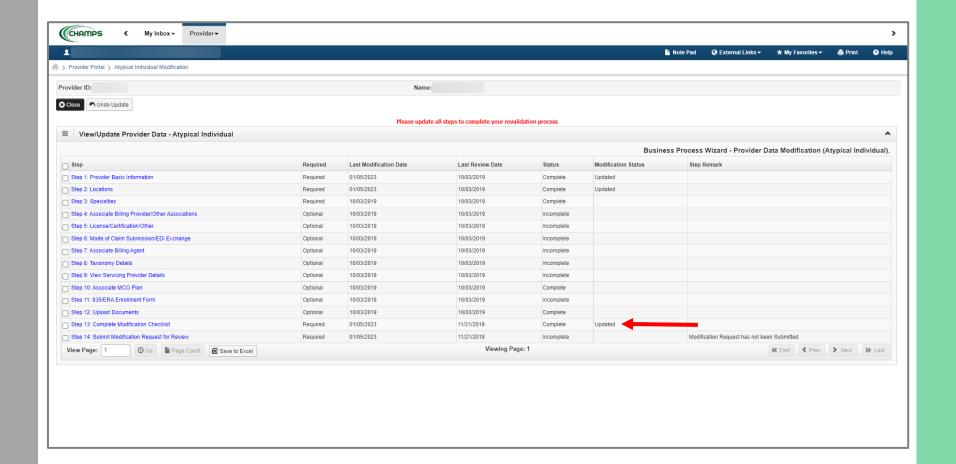
- Answer all the Provider
 Checklist questions by
 choosing Yes or No from each
 drop-down menu in the
 Answer column. Enter
 comments in the Comments
 box as needed.
- Click Save
- Click Close





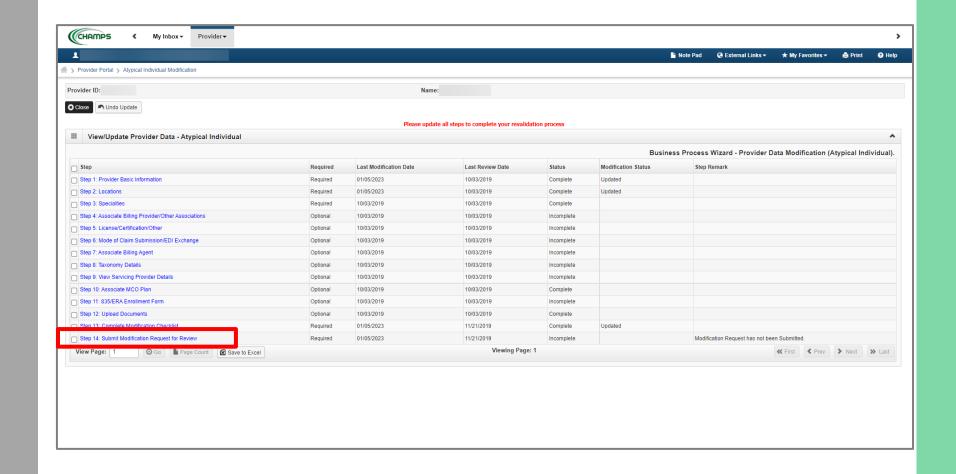
Step 13: Complete Modification Checklist

Please note: Step 13 Status
has now changed from
Incomplete to Complete with
a Modification Status of
Updated.



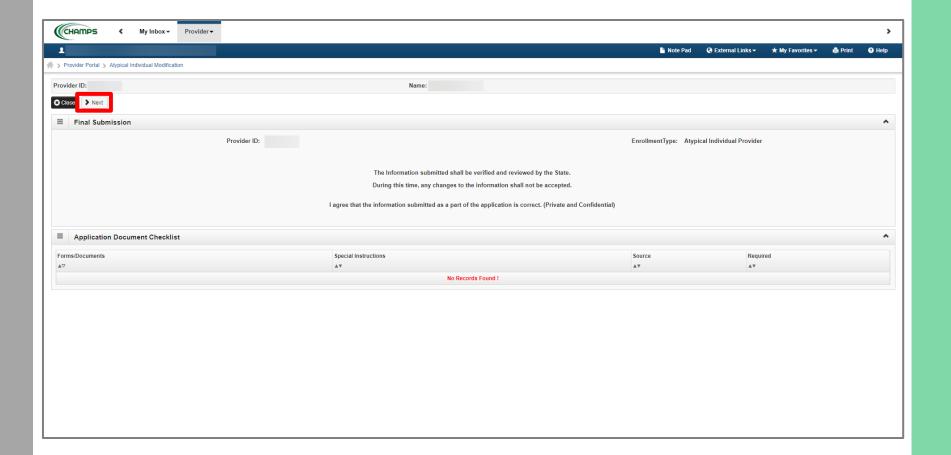


- Click Step 14: Submit Modification Request for Review
- As a reminder, all required steps (Step 1, Step 2, Step 3, and Step 13) should be completed before completing Step 14.
- Home Help Individual Providers associated with an agency will also need to complete Step 4 before completing Step 14.



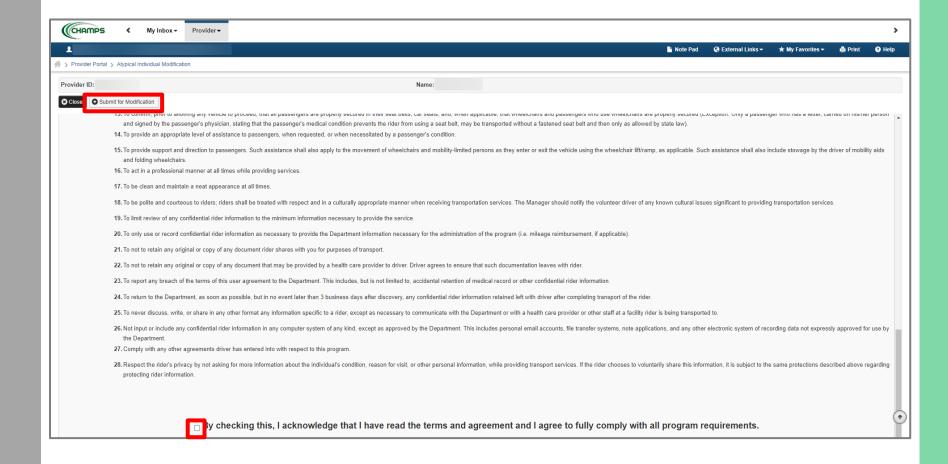


Click Next



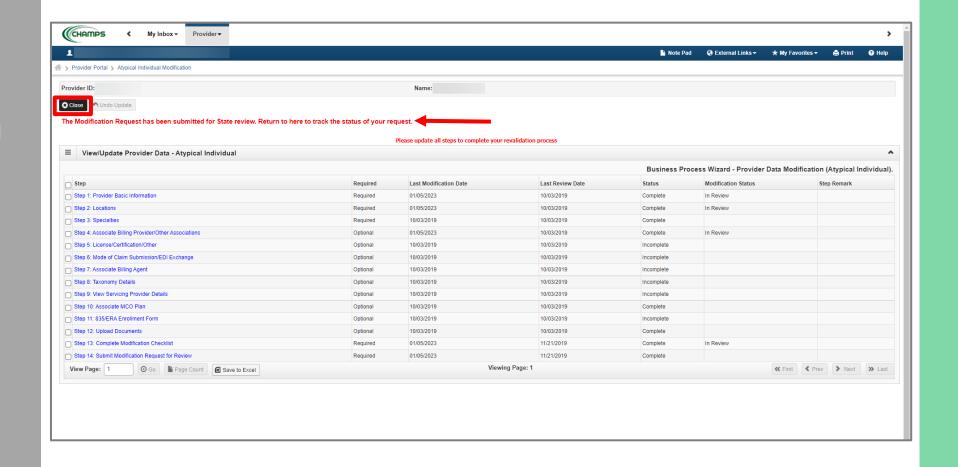


- Read the Terms and Conditions Atypical Enrollment statement.
- Click the box at the bottom of the page to acknowledge and agree to the Terms and Conditions.
- Click Submit for Modification agreeing that all the information in the application is correct.
 - Once submitted to the State for review, changes cannot be made to the information.





- Step 14 is now complete, and the revalidation has been submitted to the State for Review.
- Review is complete once the Modification Status column shows blank again.
- Click Close
- Once Step 14 has been completed the revalidation is complete; please click to go to <u>Provider Resources</u>.



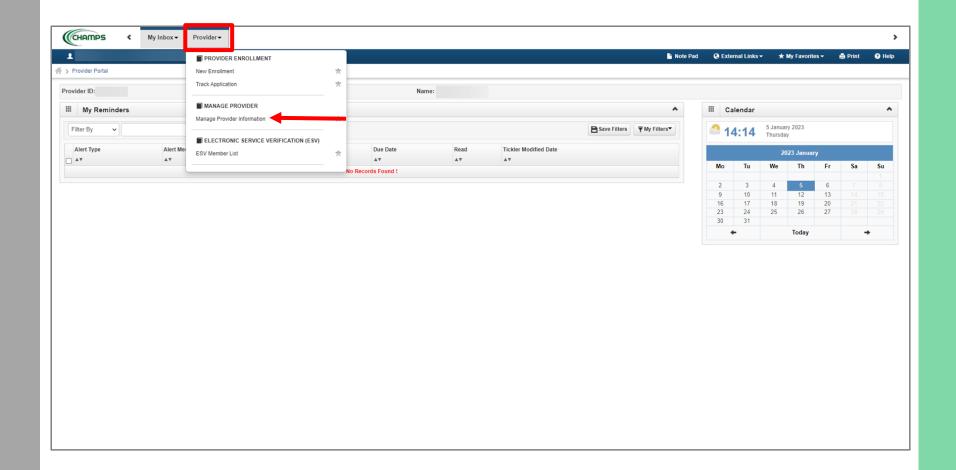


This step should be completed by Providers who are currently associated to an Agency or who are trying to associate to a new Agency. All other providers should skip this step.

- Review Current Agency Association (<u>Slide 13</u>)
- End Dating the Association to an Agency (<u>Slide 16</u>)
- Associating to an Agency (<u>Slide 21</u>)

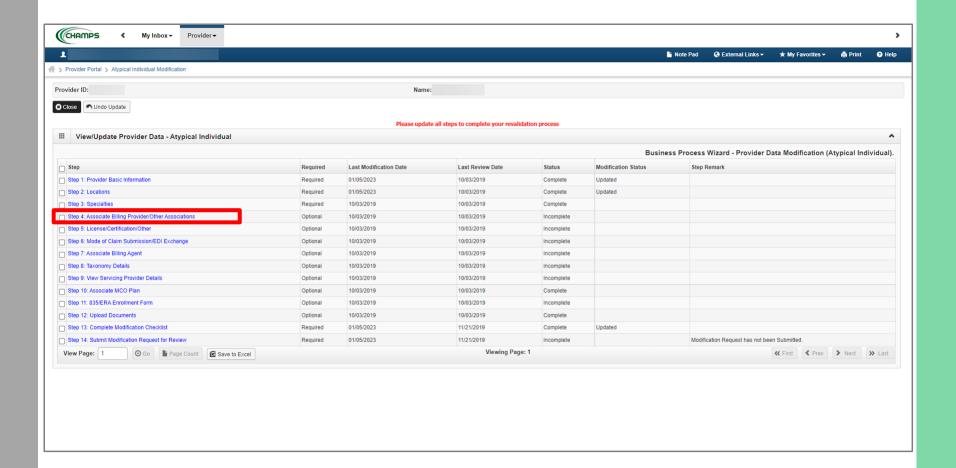


- Click the Provider drop-down menu
- Select Manage Provider Information



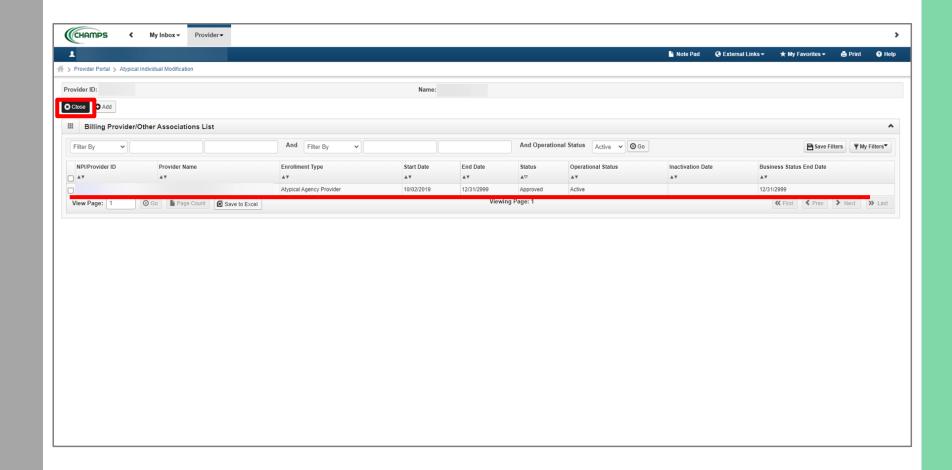


 To review any current agency associations, click on Step 4: Associate Billing Provider/Other Associations.



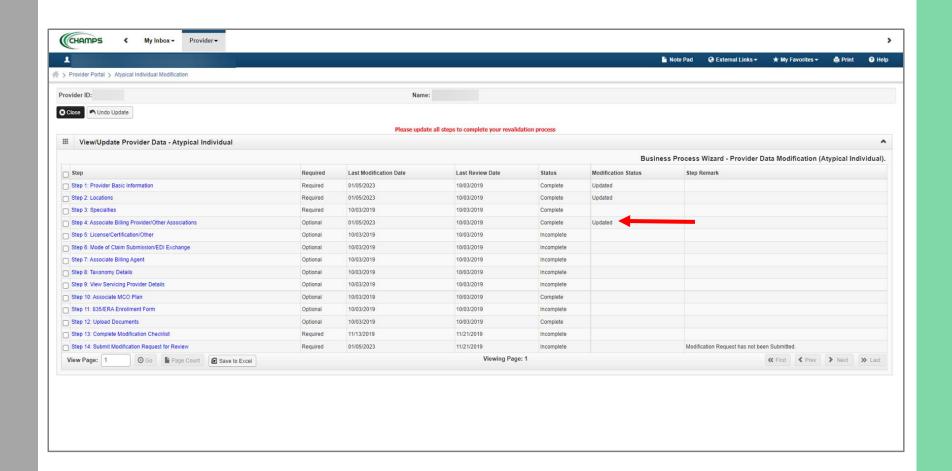


- Review the Agency information.
 - To end date the
 Association to the Agency,
 see Slide 41
 - To Associate to a new Agency, see <u>Slide 38</u>
- If no change is necessary, click
 Close.



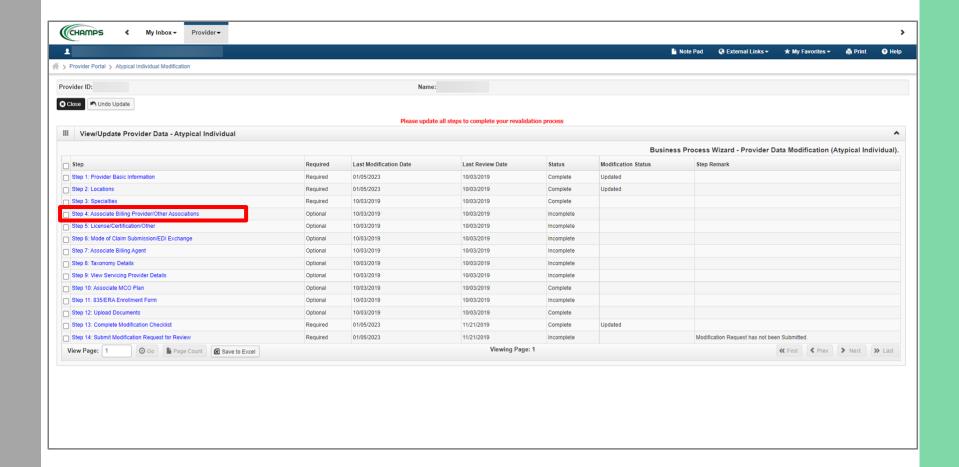


- Please note: Step 4 status has now changed from Incomplete to Complete.
 - If you made any changes, Modification Status will also show Updated.
 - To end date the Association to the Agency, see <u>Slide 41</u>
 - To Associate to a new Agency, see Slide 38
- If you are finished, please review the <u>Provider</u> <u>Resources</u>.



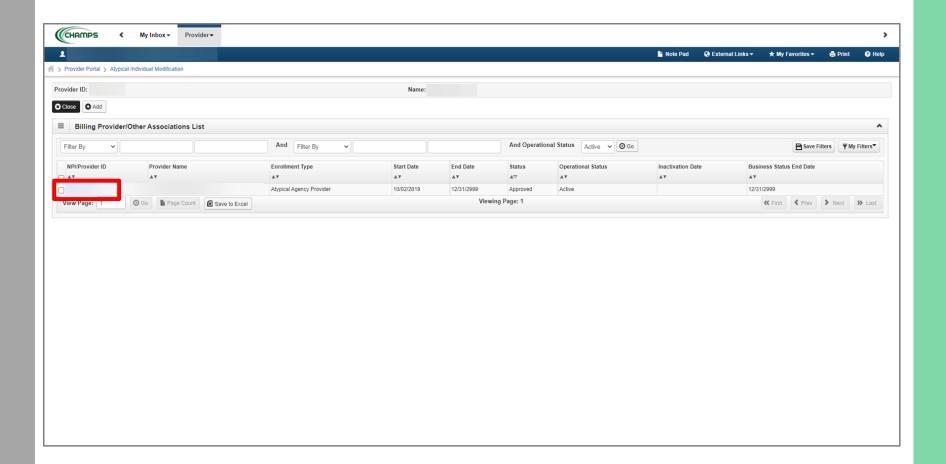


 To End Date the association to an agency, click on Step 4: Associate Billing Provider/Other Associations to review current agency associations.



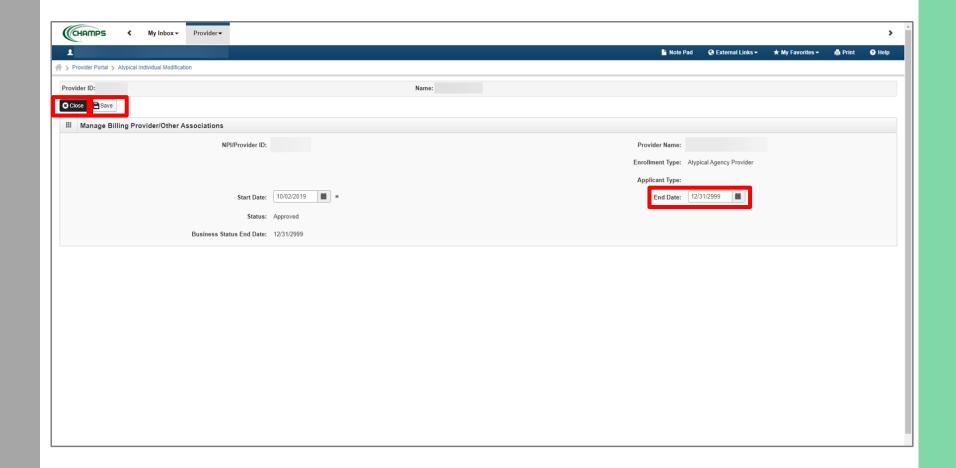


Click on the NPI/Provider ID Hyperlink



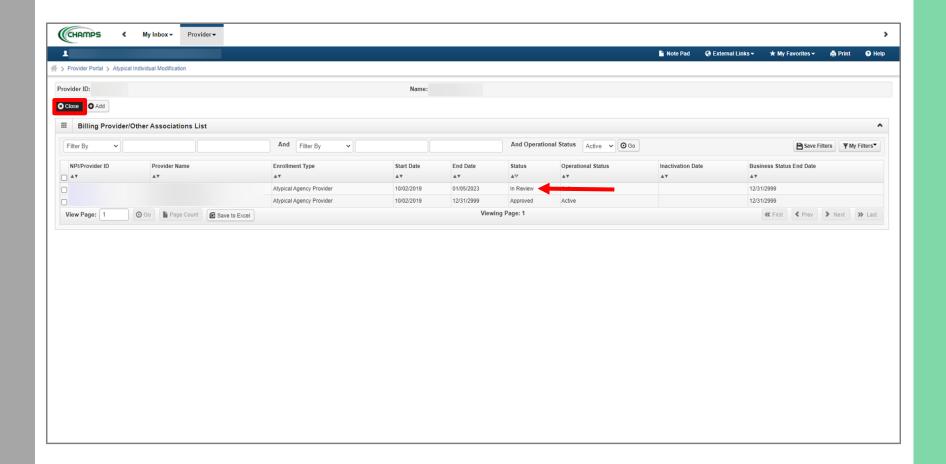


- Enter the End Date you want to end your association to the Agency.
- Click Save
- Click Close



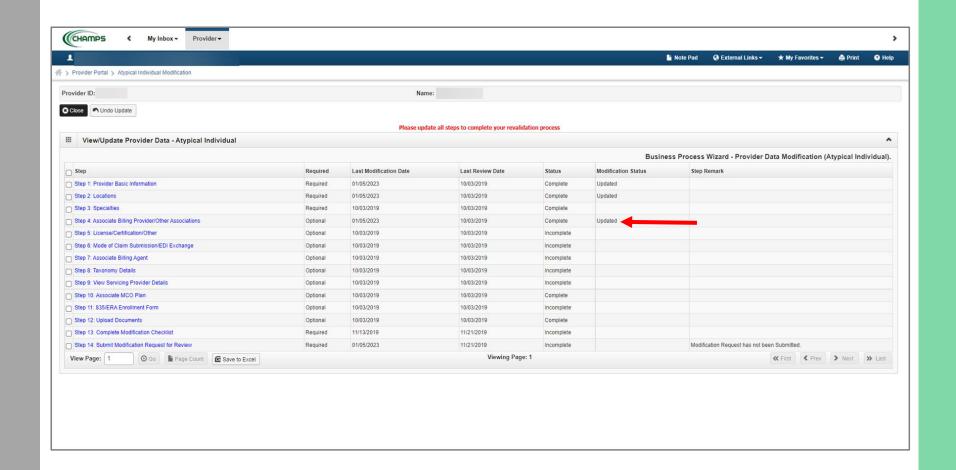


- Click Close
 - Please Note: The End Date is now listed and In Review until the entire modification is submitted.





- Please note: Step 4 status has now changed from Incomplete to Complete.
 - If you made any changes, Modification Status will also show Updated.
 - To Associate to a new Agency, see <u>Slide 38</u>
- If you are finished, please review the <u>Provider</u> Resources.







MDHHS Home Help Provider website:

www.Michigan.gov/HomeHelp





Provider Support:

ProviderSupport@Michigan.gov

1-800-979-4662



Thank you for participating in the Michigan Medicaid Program

